

Destination Ontario

Integrated Accessibility Standards Regulation Policy

Purpose

This policy is drafted in accordance with the Integrated Accessibility Standards (Ontario Regulation 191/11) and addresses how Destination Ontario (DO) achieves or will achieve accessibility by meeting the requirements of the regulation. The requirements will be met within the timeframes required by the Regulation.

The requirements of the Regulation include:

- the establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines DO's strategy to prevent and remove barriers and meet its requirements under this Regulation;
- the incorporation of accessibility criteria and features when procuring or acquiring goods, services or facilities;
- training; and
- specific requirements under the Information and Communication Standards, and Employment Standards.

This policy is supported by procedures and operational policies which outline the detailed processes and accommodations related to this policy. For more information or for alternate formats please contact DO:

By telephone toll-free: 1-800-263-7836

By email: destinationontario@ontario.ca (Indicate **Re: Accessibility** in the subject line)

Or write to us at:

Destination Ontario
10 Dundas Street East, Suite 900
Toronto, Ontario, Canada M7A 2A1

Definitions

- a) “**Accessible formats**” may include, but are not limited to: large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities;
- b) “**Accommodation**” means the special arrangements made or assistance provided so that consumers with disabilities can participate in the experiences available to consumers without disabilities. Accommodation will vary depending on the consumer's unique needs.

- c) **“Communication supports”** may include, but are not limited to: captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- d) **“Communications”** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received;
- e) **“Conversion ready”** means an electronic or digital format that facilitates conversion into an accessible format;
- f) **“Disability”** is:
- i) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
 - ii) A condition of mental impairment or a developmental disability;
 - iii) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - iv) A mental disorder; v) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- g) **“Information”** includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.
- h) **“Volunteer”** may include a person who voluntarily undertakes a task on behalf of DO.

Statement of Organizational Commitment

DO is committed to the principles outlined in the Accessibility for Ontarians with Disabilities Act, 2005 and to meeting the needs of people with disabilities, in a timely manner, through the implementation of the requirements of the Act.

Accessibility Goals

As we fulfill our mandate to market Ontario as a travel destination; to undertake joint marketing initiatives with the tourism industry; to support and assist the marketing efforts of the tourism industry; and, in cooperation with the tourism industry, the Government of Ontario, other governments and other agencies of governments, to promote Ontario as a travel destination, we are committed to the following accessibility goals:

- Our programs and services must be provided in a manner that respects the dignity and independence of persons with disabilities;
- Persons with disabilities must be given the same opportunities provided to other members of the public to access our programs and services;
- DO will create and provide our own information and communications in ways that are accessible for people with disabilities;
- We will strive to be a leader in supporting Ontario's tourism cluster to integrate accessibility into their creations;
- As an employer, DO will integrate accessibility into all our regular workplace processes and will provide for accessibility across all stages of the employment life cycle.

Mandatory Requirements

General

(1) Accessibility Plan

- i) DO Multi-Year Accessibility Plan ("the plan") outlines the strategy to prevent and remove barriers for five years between 2021 and 2027 and to meet its requirements under the regulation;
- ii) The plan is posted on the website www.destinationontario.com and will be provided in alternate formats upon request;
- iii) The Plan will be reviewed and updated annually (as required) and a new Plan created at least every five years or whenever the current Plan expires;
- iv) The plan has been created in consultation with DO staff and with input from the public wherever feasible or as warranted;
- v) An annual status report on the progress of measures taken to implement the strategy will be posted on the website and in alternate formats upon request.

(2) Procuring or acquiring goods, services or facilities

- i) Accessibility criteria and features are incorporated when procuring or acquiring goods, services or facilities, except where it is not practicable to do so;
- ii) Where it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, DO will provide, upon request, an explanation.

(3) Training

- i) DO ensures that training is provided on the requirements of accessibility standards referred to within the Integrated Accessibility Standards (Ontario Regulation 191/11) and on the Human Rights Code as it pertains to persons with disabilities for all employees. The training provided is appropriate to the duties of employees.
- ii) Where there are changes to the Integrated Standards Accessibility Policy, training will be provided with regard to those changes.
- iii) DO will maintain a record of the dates of when training is provided and the number of individuals to whom it was provided.
- iv) DO also ensures that all persons who provide goods, services or facilities, or who interact with the public on behalf of DO, understand accessibility requirements and their obligations.

Information and Communication Standards

(4) Feedback

- i) DO's Consumer and Partner Feedback process is accessible to persons with disabilities and provides or arranges for the provision of accessible formats and communication supports upon request.
- ii) The public is notified regarding the availability of accessible formats and communication supports.

(5) Accessible Formats and Communication Supports

- i) DO will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,
 - a) In a timely manner that takes into account the person's accessibility needs due to disability, and;
 - b) At a cost that is no more than the regular cost charged to other persons.

ii) DO will consult with the person making the request in determining the suitability of an alternative format or communication support.

iii) DO notifies the public about the availability of accessible formats and communication supports.

(6) Accessible websites and web content

As of January 1, 2021 all public DO websites and all web content on those sites will conform with the WCAG 2.0 Level AA.

Employment Standards

(7) Recruitment

i) DO notifies its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes;

ii) During a recruitment process, applicants who are individually selected to participate in an assessment or selection process, are notified that accommodations are available upon request in relation to the materials or processes used; iii) If a selected applicant requests an accommodation, DO consults with the applicant, having regard for the applicant's accessibility needs, on the provision of a suitable accommodation;

iv) When making an offer of employment, DO will notify the successful applicant of its policies for accommodating employees with disabilities.

(8) Informing employees of supports

i) DO informs its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on job accommodation that take into account the employee's accessibility needs due to a disability;

ii) New employees will be informed as soon as practicable after they begin their employment; and

iii) Where there are changes to existing policies on the provision of job accommodation, all employees will be provided with updated information.

(9) Accessible formats and communication supports for employees

i) Where an employee requests it, DO will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

a) information that is needed in order for the employee to perform the employee's job; and

b) information that is generally available to employees in the workplace.

ii) DO will consult with the employee making the request in determining the suitability of an accessible format or communication support.

(10) Workplace emergency response information

i) DO provides individual workplace emergency response information to employees who have a disability:

a) where the disability is such that individual information is necessary, and

b) where DO is aware of the need for accommodation due to the employee's disability.

ii) If an employee with individualized workplace emergency response information requires assistance and provides consent, DO will provide the individualized information to the person designated by DO to provide assistance to the employee.

iii) Individualized information is provided as soon as practicable after DO becomes aware of the need for accommodation due to an employee's disability.

iv) DO will review the individualized workplace emergency response information:

a) When the employee moves to a different location,

b) When the employee's overall accommodation needs or plan are reviewed, and

c) When DO reviews its general emergency response policies.

(11) Documented individual accommodation plans

i) DO has a written process for the development of Individual Accommodation Plans for employees with disabilities.

(12) Return to work

ii) DO adheres to the documented policy of the Ontario Public Service in its return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

(13) Performance Management

i) Where DO uses performance management in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

(14) Career Development and Advancement

i) Where DO uses career development and advancement in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

(15) Redeployment

i) Where DO uses redeployment in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account in redeployment.